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## Introduction

The **Industry User Guide for TRACS Internet Applications** provides step-by-step instructions for accessing and using the downloadable **TRACS Voucher Detail Reports**, the **TRACS Voucher Query Internet** application, and the **TRACS Project/Contract Query Internet** application.

The downloadable **TRACS Voucher Detail Reports** enable authorized users to monitor voucher billing submitted to TRACS against the tenant certification data submitted to TRACS by the owner/agents.

The **TRACS Voucher Query Internet** application provides authorized users with summary and status data on vouchers submitted for a contract or project number for the 12-month period prior to the date of query submission. Authorized users can also view additional detail data on vouchers by selecting the options *Voucher Summary Details*, *Miscellaneous Accounting Requests*, *Special Claims or Voucher Discrepancies* in this application.

### Key Points

- Registration is required prior to gaining access to the TRACS Internet applications.
- There are two types of users: Coordinators and Users.
- Overview of the basic steps of registration within Secure Systems.

Tenant certification data can be accessed and viewed by authorized users of the **TRACS Project/Contract Query Internet** application. This application returns active or future certification data stored by TRACS for a given contract or project number. Additional information concerning *Certification Discrepancy* and *Certification Benefit History* is available.

## 1.1 Security

Registration is required prior to gaining access to the Tenant Rental Assistance Certification System (TRACS) Internet applications. As these applications provide access to sensitive financial and personal information, security features have been implemented to ensure access is granted only to authorized entities/individuals. Only after registering in HUD's Secure Systems, being added to the system, receiving a user ID, and being assigned a system role can an Internet user access TRACS Internet applications.

Further restrictions apply regarding system access for a specific property. Before permitting access to TRACS Voucher and Certification data for a property, a user must be assigned to that property by the coordinator of the owning entity.

Each trusted business partner, or their authorized agent, interested in using these applications must first successfully complete a registration process with HUD. There are two types of TRACS Internet users: coordinators and users. In most cases coordinators perform only system administration functions. These functions include establishing their profile as a coordinator to TRACS or other systems, activating the user, assigning the user's role and access to the applicable property. A user is someone other than the coordinator, either an employee of the owner or a third party, who has registered for a user ID from HUD and has been authorized to access TRACS Voucher and/or Certification data for a property (or properties) by the coordinator of the owning entity.

The following seven steps outline the registration process.

1. **Coordinator(s)** for a HUD trusted business partner submits an on-line registration application form for their coordinator user ID to HUD using HUD's **Secure Systems**.
2. **User(s)** for a trusted business partner submits an on-line registration application form for their user ID to HUD using HUD's **Secure Systems**.
3. **HUD** approves/denies application for coordinator registration and returns correspondence by mail to the CEO of the owning entity or the organization named in the registration application. The mailed response contains information necessary for coordinator registration in Secure Systems.

4. **Coordinator** logs into Secure Systems and establishes their profile as coordinator to TRACS and/or other systems.
5. After submitting their registration, **user(s)** notify the coordinator for the owning entity under which they registered.
6. The **coordinator** accesses Secure Systems, retrieves the user information, and assigns role(s) and property access rights for the user(s).
7. Authorized **user(s)** log-in to Secure Systems and access authorized information via the TRACS Internet application(s).

Detailed steps and an explanation of the Secure Systems procedures can be found in the **Secure Systems User Guide for Contract Administrators**. The Secure Systems Guide is useful for steps on registering a first-time user, establishing the coordinator and users, and system maintenance functions. Once you are established as a coordinator or user, return to this guide for step-by-step instructions on using the TRACS Voucher Detail Reports, TRACS Voucher Query, and TRACS Project/Contract Query.



*Note: The Secure Connection Guide is designed for all Internet applications used by HUD's trusted business partners. The Guide is generic and therefore is not TRACS-specific.*